

**TECHNICAL STANDARDS BULLETIN**

**TITLE: OUTDOOR PUBLIC ASSEMBLY EVENT CROWD MANAGERS**

<b><u>TECHNICAL STANDARD NUMBER:</u></b>	<b><u>EFFECTIVE DATE</u></b>	<b><u>REVISION DATE</u></b>
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**I. SCOPE**

This Bulletin describes the minimum qualifications and responsibilities for Crowd Control Managers for outdoor public assembly in confined or enclosed venues. This Bulletin typically will not regulate indoor assembly venues or outdoor events with dispersed venue locations spanning a wide area of the Campus.

**II. CODES AND STANDARDS REFERENCES:**

California Fire Code, section 3601.4  
 California Fire Code, sections 403.11.3 (as referenced by 3601.4)

**III. OPERATIONAL REQUIREMENTS FOR CROWD MANAGERS**

Crowd managers must be provided when outdoor facilities or events have a planned gathering of more than 1000 people.

For these events, a minimum of two trained crowd managers, shall be provided. The Fire Marshal, at their discretion, can make a determination allowing a reduced number of crowd managers, based on the nature of the event. The reduction of the number of required crowd managers is determined on a case-by-case basis.

**CFMO Commentary:**

*Large assemblies of people create a need for crowd management because of the increased potential for panic and fear in emergency situations. The Code allows higher attendee counts before crowd managers are required because outdoor events eliminate many of the hazards inherent with enclosed venues and people are able to more freely leave the area.*

*The Fire Code allows crowd managers to be personnel already assigned to, or employed by, the facility, if they are trained crowd managers. When an emergency occurs, the trained crowd managers will take on the additional responsibilities of controlling and directing the audience or attendees in a safe manner.*

*The minimum number of crowd managers is two, based on the minimum Fire Code requirements. Additional crowd managers are required when the size of the crowd exceeds 1000 attendees. For each 250 additional 250 attendees, one additional crowd manager is required.*

- *Example - An event with 1260 people, requires a minimum of three managers.*

### **3.1 DUTY TIMES:**

Crowd Control Managers must arrive a minimum of forty-five (45) minutes before the published starting time of events. They should be fully prepared to assume their duties upon arrival.

The Crowd Manager reporting time is subject to the nature of the event and its actual or potential inherent fire and life safety risks.

### **3.2 EVENT BRIEFING**

All assigned Crowd Managers shall attend a pre-event safety briefing conducted by CFMO personnel. The pre-event briefing will start immediately after the crowd manager team's assigned arrival time and will be approximately fifteen minutes long.

The CFMO will present a brief overview of the event.

The following topics will be addressed:

- Questions about crowd manager training and expiration dates of certifications.
- Guidance on expected responsibilities for non-emergency and emergency conditions.
- In non-emergency situations, crowd managers will perform their normal duties.
- Crowd managers will assist in crowd monitoring and take action when needed.
- If an emergency occurs during the event, crowd managers will ensure that all exit pathways are available, exit doors/gates are open, and that people are directed to exits in a safe and effective manner.

### **3.3 CROWD MANAGER DUTIES**

Crowd managers are expected to perform the following duties:

1. If they become aware of an exit system problem that might interfere with evacuations, they should report it to the venue oversight team for further evaluation and mitigation.
2. Direct and assist the event attendees during emergency evacuations of the venue.
3. If requested, assist emergency response personnel.
4. Perform other duties if required by the Fire Marshal and event oversight team, or if specified in the event's safety plan.

#### **CFMO Commentary:**

*The exact duties and responsibilities of crowd managers are not defined the Code other than the requirements for training and presence at the event.*

*Crowd managers can serve as ushers, tour guides, service supervisors, contract security staff personnel, or other people who, in another capacity, are assigned to ensure that occupants are moved to or from assigned places in an orderly way to a safe location.*

*The key to the success of this section is that crowd managers must be trained in crowd management procedures appropriate to the activity being carried on in the facility and they must be present in the required numbers. Training of personnel and the duties assigned to them requires approval by the CFMO.*

#### **IV. CROWD CONTROL MANAGER TRAINING**

A typical Crowd Manager course should include the following:

- a. Real-world scenarios that apply to crowd management issues in Assembly occupancies
- b. Curriculum prepared by Fire Code Safety experts
- c. Curriculum that is compliant with the California Fire Code and NFPA 101, Life Safety Code requirements.

The Fire Code requires that crowd manager training must be approved by the CFMO.

In cooperation with Campus Special Events staff, the CFMO will review crowd current or proposed Crowd Manager training curriculum for regulatory compliance before a Crowd Manager candidate is assigned to these duties.

#### **CFMO Commentary:**

*Training is critical for crowd managers to be effective. These guidelines provide the mechanism to ensure training occurs before a person is assigned to Crowd Manager responsibilities. There are various crowd manager training courses available.*